

The Sponsor's Guide



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Introduction

Purpose of this Guide

This guide was created to assist individuals like you who are appointed as sponsors in the "Total Army Sponsorship Program."

This guide is a summary of the sponsor's tasks prescribed in Army Regulation 600-8-8, and contains helpful hints, step-by-step instructions and practical advice that will make your experience as a sponsor pleasant and rewarding.

Services Provided by the Total Army Sponsorship Program

The U.S. Army established the Total Army Sponsorship Program to assist soldiers, civilian employees, and family members during the relocation process.

Program participants are provided with accurate, timely information and other support needed to minimize problems associated with relocating to a new duty station.

The program is available to the Active Army, the Army National Guard, the United States Army Reserve, and to civilian employees whose assignment to a position within the Department of the Army requires a permanent change of station (PCS).

The program works closely with the Army Community Service (ACS) Agency, and relies on local ACS centers to provide relocating personnel with counseling, welcome packets, pre-move destination information, and overseas orientation briefings.

Destination information provided to relocating personnel by local ACS centers is augmented by information stored in a

computer data base called the Automated Relocation Information System.

This system contains thousands of pieces of information associated with military posts worldwide and their surrounding communities. Relocating personnel can obtain data stored in this system at all ACS centers.

Information available from the computer system includes:

- ☒ Phone numbers of post agencies.
- ☒ Addresses and points of contact for housing referral offices.
- ☒ Locator phone numbers for rental agencies, banks, credit unions, libraries, shopping centers, and veterinary services.
- ☒ Phone numbers for utility and telephone companies.
- ☒ Child care and child development resources.
- ☒ Information about schools, colleges, universities, and other educational institutions.
- ☒ Phone numbers and points of contact for employment services.

Your Role as a Sponsor in the Program

If requested, a military or civilian sponsor such as you will be appointed to assist relocating personnel with their move. As a sponsor, you could assist either new arrivals or personnel who are about to embark on a new assignment.

ACS is the local point of contact for sponsors who are taking part in the program. ACS provides sponsors with support materials and professional training.

How the Program Works

Transferees formally request support from the Total Army Sponsorship Program by completing DA Form 5434 (Sponsorship Program Counseling and Information Sheet). (See example on page 8.)

The DA Form 5434 is the "trigger" that sets into motion all the support mechanisms that the Total Army Sponsorship Program can muster to help relocating personnel.

When a transferee asks for a sponsor, one is appointed within ten calendar days after the DA Form 5434 is received.

SPONSOR DUTIES

Requirements for Appointment as a Sponsor

When feasible, sponsors are selected who are of the same gender, marital status and military career field or occupational series as the incoming soldier or civilian employee. When practical, the sponsor is in a grade equal to or higher than the incoming member. The sponsor is normally not the person being replaced nor within 60 days of PCS.

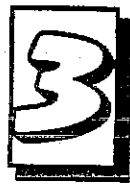
Your Responsibilities as a Sponsor

Don't despair if this is your first time as a sponsor. Very likely, the person you are sponsoring is quite capable of handling their move without too much assistance, and will only require a basic orientation to their new surroundings.

Keep in mind that being a sponsor is nothing more than being a friend. To understand your basic responsibility as a sponsor, simply think of the kind of help you would want if

you were making a move, and keep this point of view in mind while dealing with your newcomer.

The advice we offer in this guide is only an overview of your responsibilities as a sponsor. For more detailed guidance, review Army Regulation 600-8-8 or consult your local ACS relocation specialist.



Hints for Successful Sponsorship

Prior to the Newcomer's Arrival

The "Welcome Letter"

When you are appointed as a sponsor, you will be given a copy of the DA Form 5434 completed by your arriving newcomer (see example on p. 8).

Within 10 calendar days of appointment, you will be expected to write your newcomer a "Welcome Letter" (see example on p. 9) that introduces the newcomer to you and welcomes the newcomer to their new assignment.

The DA Form 5434 contains the newcomer's name, rank or grade, and mailing address. It also includes details about the newcomer's marital status, family members, and approximate arrival date. There is a place on the form where the newcomer can request information unavailable from their local ACS center.

- Let the DA Form 5434 do your work

The "Welcome Letter" may be a newcomer's first introduction to their sponsor. Like any effective introduction, your "Welcome Letter" should be simple, brief and friendly.

Your "Welcome Letter" also serves as acknowledgment of the critical information in the newcomer's DA Form 5434. Because of this, let facts contained in the DA Form 5434 dictate most of what you will write in your "Welcome Letter."

- Use a friendly and positive style of writing

As you compose your "Welcome Letter," try to use a friendly and positive style of writing.

- Use your "Welcome Letter" to show the newcomer that you are helpful and considerate

The best way to do this is to make it clear that you have read the newcomer's DA Form 5434 carefully, and have understood this information to anticipate the newcomer's needs.

For example:

"...if you still plan to arrive here at Fort Huachuca in August, be prepared for extremely hot weather."

If the newcomer reveals details in their DA Form 5434 that you can link to you or your family, use a sentence or two to acknowledge these similarities

For example:

"...I have a son who is the same age as your son."

- Examples of DA Form 5434 and sponsor "Welcome Letter"

On pages 8-9 are a fictitious newcomer's DA Form 5434 and an example of a "Welcome Letter" that a sponsor could have sent to the newcomer in response.

SPONSORSHIP PROGRAM COUNSELING AND INFORMATION SHEET

For use of this form, see AR 600-8-8; the proponent agency is ODCSPER

DATA REQUIRED BY THE PRIVACY ACT OF 1974

AUTHORITY: Title 5, USC Section 301.

PRINCIPAL PURPOSE: Personnel service support.

ROUTINE USES: To counsel soldier or civilian employee about sponsorship program entitlements, obtain a sponsorship election, and provide information to gaining battalion or activity on arrival of new members.

DISCLOSURE: Mandatory. Nondisclosure may prevent participation in the sponsorship program.

SPONSORSHIP PROGRAM ENTITLEMENTS. (To be used by personnel reassignments work center or civilian personnel office in counseling soldier or civilian employee about sponsorship program.)

- a. Welcome letter
- b. A sponsor for information and help
- c. Army Community Service relocation services
- d. Greeting upon arrival
- e. Assistance with inprocessing and outprocessing
- f. Orientation to the new unit or activity and the community

SPONSORSHIP PROGRAM ELECTION. A sponsor will be appointed unless soldier or civilian employee initials the space below.
 _____ I do not want a sponsor.

ARRIVAL INFORMATION TO ASSIST GAINING BATTALION OR ACTIVITY:

a. I expect to arrive at your command on/about May 93 (2nd week)
 (Month and Year)

b. My status will be (check one):

☒ Married/accompanied ☐ Single/accompanied ☐ Married/unaccompanied ☐ Single/unaccompanied

c. Accompanied by family members:

| NAME | AGE | SEX | RELATIONSHIP |
|---------------------|-----|-----|--------------|
| Janet Mae Walters | 34 | F | Wife |
| Susan Ellen Walters | 13 | F | Daughter |
| Brad Donald Walters | 11 | M | Son |
| | | | |
| | | | |

4. LOCATOR INFORMATION

| | | |
|---|--|--|
| CURRENT UNIT/ACTIVITY ADDRESS Special Forces Group, ATIN: Group S-4, Fort Lewis, WA 98433 | | b. DSN PHONE NUMBER 357-8657 |
| LEAVE ADDRESS AND PHONE NUMBER Lorieta Motel Oronado, CA 92118 (919) 435-1345 | d. HOME ADDRESS AND PHONE NUMBER 243 Cassion Drive Fort Lewis, WA 98433 (206) 967-1218 | |
| At this address until: 12 Apr 93 | At this address until: 23 Mar 93 | |

REQUEST INFORMATION ON: (Note: If soldier or employee is being relocated near an Army Community Service Center, he or she may obtain general information such as housing, medical facilities, and schools for that area by contacting the local Army Community Service.)

Interested in bass fishing in or around Ft. Bragg.

I have been counseled on the sponsorship program and understand my entitlements.

| | | |
|--|--|---------------------------|
| REPORTED OR PRINTED NAME Michael A. Walters | RANK/GRADE SSG | SSN 552-78-4644 |
| MILITARY CAREER FIELD/CIVILIAN OCCUPATIONAL SERIES 92Y3P | SIGNATURE Michael A. Walters | DATE 8 Dec 92 |

DA FORM 5434, JUN 93

DA FORM 5434, JUN 85 IS OBSOLETE

(OFFICIAL LETTERHEAD)
(center date)

Staff Sergeant Michael A. Walters
1st Special Forces Group
ATTN: Group S-4
Fort Lewis, Washington 98433

Dear Sergeant Walters:

I have been informed that you have been assigned to the Brigade S-4 office, Headquarters, 2nd Brigade, 82nd Airborne Division. Please let me welcome you and your family to Fort Bragg.

On December 8, 1992, you completed a "Sponsorship Program Counseling and Information Sheet" at Fort Lewis, and requested that a sponsor assist you with your transfer.

I am privileged to say that I am your sponsor, and I will do what I can to make your move to North Carolina during the second week in May a little easier.

I notice in your Information Sheet that you are interested in knowing what kind of bass fishing can be found in the Fayetteville area. Frankly, I'm not much of a fisherman, but I've told a colleague in my office (who is a fisherman) about your interest, and he's offered to take us out to one of his favorite fishing holes one of these coming weekends. In the meantime, I've asked the state Fish and Wildlife Commission to send me information about public fishing areas and licensing procedures. I will forward these materials to you as soon as they arrive.

I also notice that you have a teenage daughter. My daughter Jennifer is the same age as your daughter Susan. I'm positive Jennifer and her friends would enjoy meeting Susan.

I'm sure you'll enjoy your tour here at Fort Bragg. It's a good place to work, and a nice place to raise a family. Please let me know the details of your travel plans as soon as you can. I would be happy to assist you regarding transportation arrangements, reservations and the like. You can call me at work, DSN 239-8209, or at home, (919)396-5555, and can write me at work, HHC 2nd Brigade 325, ATTN: S-4, Fort Bragg, North Carolina 28307, or at home, 456 Bradley Street, Fort Bragg, North Carolina 28307.

Sincerely,

Steve Jensen
Staff Sergeant, U.S. Army

The Newcomer's Relocation Arrangements

If possible, you should place a follow-up phone call to your newcomer a week or so after mailing your "Welcome Letter."

Below is a checklist of some of the relocation arrangements that you and the newcomer might discuss during this phone call.

- Confirm transportation arrangements, including (if appropriate) the newcomer's:

- Arrival date and estimated arrival time.
- Number in traveling party.
- Air carrier and flight number.
- Car rental agency.
- Amount of luggage.

If the newcomer's car rental agency requires a deposit, do not use your personal credit card to hold the reservation.

- Confirm lodging arrangements, including (if appropriate) the newcomer's motel address, phone number, and check-in time and date.

Refrain from using your personal credit card to hold the newcomer's motel reservation. Ask the newcomer to reserve their motel lodging.

- Discuss living costs

Use your phone conversation to inform the newcomer about cost of living expenses at the post.

When calculating costs, remember that newcomers should have at least three month's pay in hand to defray their total moving expenses.

If possible, discuss how much money the newcomer will need for expenses such as:

- Housing
- Food
- Utilities
- Child Care
- Clothing
- Fuel
- Entertainment
- Transportation

- Discuss financial assistance options

If the newcomer says that the move may place them under a financial burden, suggest that the newcomer contact their local ACS center for information and assistance.

- Discuss support available for exceptional family members

If you learn during your phone conversation that the newcomer has exceptional family members (disabled loved ones or elderly relatives who require special attention), encourage them to visit their local ACS center prior to departure.

The Newcomer's Arrival

Greet the newcomer with a positive attitude

Whether your first meeting with the newcomer is at the airport or at a pre-arranged place and time soon after their arrival, always try to convey a positive attitude.

First impressions are always important. Be positive when you are talking about the newcomer's new assignment and the surrounding region.

Transport the newcomer from the airport to the post

If you are picking up a military newcomer at the airport, your command or unit may authorize you to use a government vehicle. If not, use your private vehicle to assist the

newcomer with arrival details. Ensure that your vehicle is the appropriate size if you are required to accommodate several family members, pets or large quantities of luggage.

Settle the newcomer at lodgings

If the newcomer has just completed a long trip, your first priority may be to get the newcomer settled at their first night's lodgings.

After getting the newcomer settled, ask if you can give any advice on where to eat or the nearest place to buy groceries.

Give the newcomer a list of useful telephone numbers

Before leaving the newcomer, remind them of the date and time of their inprocessing appointments. You should also leave the newcomer with your office telephone number (and, if you feel comfortable, your home telephone number). If you feel it is necessary, provide the newcomer with the phone numbers of local emergency medical centers.

Introduce the newcomer to Inprocessing personnel and other points of contact

If necessary, show your newcomer where to go for inprocessing. If necessary, escort the newcomer to:

- Defense Enrollment Eligibility Reporting System office.
- Finance and accounting office.
- Personal property (transportation) office *(particularly if the newcomer is expecting a shipment of household goods)*.
- Medical treatment facility and dental clinic.
- ACS center.
- Housing office or local real estate office.

Introduce the newcomer to immediate chain of command and supervisor

You should introduce the newcomer to their immediate chain of command and supervisor.

Give the newcomer a mini-tour of the new surroundings

Soon after your newcomer's arrival, you should give the newcomer a mini-tour of the post and the surrounding region to help the newcomer become geographically oriented.

Stops during your mini-tour will depend on your newcomer's interests, and can include:

- Post exchange.
- Commissary.
- Post thrift shop.
- Post credit union.
- Post travel office.
- Enlisted club.
- Post hobby shops.
- Post tennis club.
- Medical treatment facility.
- Area schools.
- Child development center.
- Post gas station.
- Uniform shop.
- Post alterations shop.
- Local banks.
- Officer's club.
- Post recreation center.
- Area golf courses.
- Post eating facilities.
- Post chapel.
- Veterinary clinic.
- ACS center.

Following the Newcomer's Arrival

Your responsibilities as a sponsor will continue during the days and weeks following the arrival of your newcomer.

Check with the Army Community Service center

Your ACS center will give you specific guidance regarding the support you can give your newcomer following their arrival.

Examples of post-arrival newcomer assistance

Your ACS relocation specialist may propose several ways of continuing your sponsor support of your newcomer.

Here are a few examples:

- Visit the newcomer periodically to offer follow-up assistance.
- Propose a leisure activity that includes the newcomer's entire family.
- Call the newcomer occasionally to learn how they are finding their new surroundings.



Additional Hints for Successful Sponsorship— OCONUS Sponsors

With few exceptions, newcomers transferring to assignments outside the continental United States (OCONUS) will require sponsor support identical to people moving to stateside Army posts.

OCONUS travelers receive much of their relocation support from ACS centers located throughout the world.

OCONUS sponsors need a slightly longer lead time for all their written communication with newcomers.

Following the arrival of their newcomer, OCONUS sponsors are sometimes faced with circumstances that require them to perform tasks that differ from situations encountered by sponsors at Army posts in the United States.

These unique overseas circumstances sometimes require OCONUS sponsors to:

- Arrange transit and quarantine for the newcomer's pets.
- Explain local currency and banking regulations to the newcomer.
- Familiarize the newcomer with local vehicle regulations.

Appendix

Orientation Videos for Sponsors and Permanent Change of Station Personnel

PIN NO. & TVT NO.:

| | |
|---------------------|---|
| 706015 (TVT 20-833) | Permanent Change of Station-Japan |
| 707719 (TVT 20-927) | Safe Driving in Japan |
| 706014 (TVT 20-832) | Permanent Change of Station-Korea |
| 700311 (TF 20-6342) | Drive to Survive - Safe Driving in Korea |
| 706306 (TVT 20-789) | Keeping the Peace, Tour of Duty, Contrast and Harmony, and Side-by-Side (Korean Cultural Orientation Program) |
| 706059 (TVT 20-761) | Permanent Change of Station-Hawaii |
| 701335 (TF 20-6344) | Staying Alive in Paradise (Safe Driving in Hawaii) |
| 706759 (TVT 20-858) | Permanent Change of Station-Alaska |
| 701980 (TVT 20-652) | Permanent Change of Station-Germany |
| 70544 (TF 20-6258) | Safe Driving in Germany |
| 705985 (TVT 20-653) | Permanent Change of Station-Southern Europe |
| 706326 (TVT 20-784) | Safe Driving in Italy |
| 22864 (MF 20-8900) | Safe Driving in Europe |
| 708785 (TVT 20-923) | Welcome to the U.S. Army Military District of Washington |
| 708992 (TVT 38-52) | Moving Your Military Mobile Home |

If your ACS center does not have a video you need, contact your local training audiovisual support center.

